

CIO Council Minutes

June 26, 2008

1:00 p.m. – 3:00 p.m.

Judicial Branch Building, First Floor West Conference Room 165

Welcome and Introductions:

Rick Hindman

Application Portfolio – Next Steps:

Wes Hunsberger

See Wes Hunsberger's email of Friday, June 20, for attachments with project information. Make a reservation for the workshop and provide information for a primary contact person for this project. Jacob Misrahi and Tom Malfi from UMT Consulting gave a presentation about the project. The first step for this project will be to conduct the inventory. The project may be expanded to do application valuation. Watch for another email asking for survey responses regarding applications. Contact Wes Hunsberger with questions.

DAS – CRM Initiative:

Dave Lingren (ICN)

Dave Lingren is working on a Customer Relationship Management (CRM) project for DAS. The first implementation will be at ITE. The CRM Group will: (1) listen to customers; (2) resolve critical issues; (3) provide accountability; (4) help to lead to product development based on customer need; (5) lead to process improvement; (6) provide strategic planning partnerships and foster mutual understanding between customers and ITE. Service level agreements will have measures, when possible. There will be formal ordering and tracking mechanisms and ties to trouble reporting. There will be one full-time employee at first. They are creating an FTE classification for that position. Dave Lingren is and will be shared between ICN and ITE to work on this project.

ICN Update:

Dave Lingren (ICN)

There is a data conferencing product available from ICN.

COOP / COG Flood Response: Discuss plan effectiveness: John Gillispie

ITE and ICN responded to needs during the flooding in pretty short order when possible. Every agency should have a plan for COOP/COG and have a backup location and equipment in mind. Every agency needs to pay more attention to our infrastructure.

CIO Council Chair / Officer Transition:

Rick Hindman

Executive committee (Rick Hindman, Steve Gast, Margaret Munson, and Larry Murphy) will act as a nominating committee. Anyone interested in serving as chair, vice chair, or secretary is encouraged to contact Rick Hindman. There was a lengthy discussion about the CIO Council.

Adjourn

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CIOs Attending

Last Name	First Name	Agency
Anderson	Jim	Ed
Frederick	Leon	Public Safety
Gast	Steve	DOT
Gillispie	John	DAS
Hein	Ron	DALS
Hindman	Rick	DNR
Jacobs	Richard	Revenue
Johnson	C. Stephen	Elder Affairs
McLaughlin	Timothy	DIA
Munson	Margaret	IUB
VandeWall	Kevin	Corrections

Others Attending

Last Name	First Name	Agency
Fay	Greg	DAS
Hunsberger	Wes	DAS
Lingren	Dave	ICN
Malfi	Tom	UMT
Mizrahi	Jacob	UMT
Salts	Jason	DAS
Tritch	Lorrie	DAS